NETWORK MANAGER REPORT

APRIL 2009

SUBMITTED BY Sloane Wright, General Manager

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OVERVIEW

Operations

April 15th brought an end to the majority of this year's tax filing season. With applications servicing both corporate and individual taxes, Alabama Interactive stayed busy processing transactions for the Department of Revenue (ADOR). During the month of April, AI completed two new agency applications and six change management updates.

Highlights for the month include:

- Alabama Interactive attended board meetings for the Alabama Board of Massage Therapy and the Alabama Board of Licensure for Professional Geologists to demonstrate how their renewal applications would be created and showed several different options for continuing education functions.

- The Inmate Canteen Deposit System for the Alabama Department of Corrections has processed nearly 50 transactions with over $2,000 deposited into inmates' accounts during its first month of production. We anticipate an increase in volume due to the marketing campaign AI put together for the Department.

- Year to date the license renewal application for the Board of Cosmetology has experienced an adoption rate of approximately 39%. AI looks forward to increasing this percentage as the year progresses.

- Alabama Interactive launched an Initial License Application with the Alabama Board of Respiratory Therapy. This service allows qualified individuals to apply for their Respiratory Therapy license online.

- Alabama Interactive was contacted by the Alabama Department of Environmental Management (ADEM) to create a merchant service application for two of the department's existing services. ADEM currently sends out over 3,500 invoices for their underground storage tank inspections and bacterial drinking water testing. Through the new system, constituents would be able to pay these invoices online rather than ADEM processing over 3,500 paper checks.

- The Alabama State Board of Social Work Examiners License renewal application experienced a 42% increase from April 2008. This application allows Social Work Examiners to renew their license online.

- In April, Alabama Interactive completed and launched its Subscriber Center, which allows subscribers to manage accounts, update billing information and much more. The Subscriber Center also assists potential subscribers through the set up process.

Marketing

In correlation with the Inmate Banking Deposit System "User Guide Packages," distributed in March, the marketing team also produced an interactive compact disk which contained the informational flyer and press release outlining the system. This disk was sent to 18 television stations throughout the state to increase awareness of the newly launched system. In upcoming months, AI plans to continue using high impact marketing strategies similar to those implemented for the Inmate Banking Deposit System.

In April, the marketing team focused on adding Meta tags within the code of new and existing applications. Meta tags provide specific data about each application and are typically used to specify the page description, keywords, last modified, etc. These tags are an important marketing tool, as many search engines use Meta tags when they build their search indices. Having the appropriate tags within the code of an application can heighten the application's popularity based on the users search criteria.

Customer Service

April was a busy month for the customer service team as the primary tax year came to a close. The bulk of phone calls, chats, and emails were received mid-month with questions regarding the automatic 6 month extension granted by the Alabama Department of Revenue. In addition to the automatic extension questions, the team answered a number of calls and emails from citizens who waited until April 15th to file or pay their 2008 taxes.

The customer service team also illustrated how service goes above and beyond a simple answer or referral to a state agency. After having difficulty printing his hunting and fishing license, Joseph McDaniel from Dothan, AL contacted AI's customer service team via email for help. Our customer service representative contacted Mr. McDaniel by phone to navigate him though the process. Mr. McDaniel quickly responded to the representative saying, "Thanks again for your help in printing my previously purchased hunt/fish license on-line. I do not have the best vision in the world and I could not tell the color change indicating a hyperlink." The team also received an email from a constituent in St. Louis, Missouri after assisting her with a UCC subscription. She replied "Thank you…to all those who go above and beyond any day."

Development

The Alabama Interactive Dev-Share team has been diligently working on version 7 of alabama.gov and is looking forward to its launch in June. During the development process of the new portal, the team has continually focused on ways to incorporate web 2.0 options. Web 2.0 refers to a second generation of web development and design, which facilitates secure information sharing and collaboration on the World Wide Web.

The development team held two meetings in April with similar agendas. A common topic in both meetings was the network file system (NFS) migration which took place at the end of the month. The NSF migration will include an update to the existing file structure and a system move to updated hardware. During the second meeting, the team completed a code review of the Alabama Home Builders Licensure Board, Expired License application to comply with the Sarbanes-Oxley Act (SOX). Furthermore, with the addition of new development staff in previous months, the PERL to Java code move has progressed rapidly.

Completed New Applications for 2009

Agency	Application	Description	Date Completed
Alabama State Board of Social Work Examiners	Exam Registration	Allows approved candidates to re-take the social work licensing exam	01/05/2009
Alabama Real Estate Commission	New Course Registration	Allows instructors to submit courses online for approval	01/06/2009
Alabama Department of Revenue	Abandon Vehicles Title Search	Allows subscribers to locate last known lien holder of an abandoned vehicle	02/27/2009
Alabama Department of Finance	Alabama Stimulus Website	Outlines the distribution of state stimulus funds	02/27/2009
Alabama Department of Conservation and Natural Resources	Boat Registration	Allows County Probate Offices to interface with the DCNR system online	03/02/2009
Alabama Real Estate Commission	Approved Course	Allows licenses to view the courses approved by Alabama Real Estate Commission	03/05/2009
Alabama Department of Revenue	Merchant Services for ETAPS	Provide Merchant Services for the ETAPS application through partnership with 3M	03/13/2009
Alabama Department of Corrections	Inmate Banking Deposit System	Allows for online deposits to the inmate's canteen account	03/19/2009
Alabama Department of Education	Merchant Service	Provide merchant service for certificate renewals	03/23/2009
Alabama Board of Respiratory Therapy	Initial License Application	Allows users to apply for license online	04/02/2009
Alabama Board of Cosmetology	Group Verification	Allows users to have access to group verification online	04/28/2009

Completed Updates for 2009

Agency	Application	Description	Date Completed
Alabama Department of Revenue	IFTA/Trip and Fuel	Made updates to existing application	01/20/2009
Alabama Real Estate Commission	Certification	Updates to existing application	01/27/2009
Alabama Electrical Contractors Board	License Renewal	Made updates to current statutory and late fees, receipt and database	01/30/2009
Alabama Department of Public Health	EMT License Renewal	Updates to export script, audit function and receipt confirmation	01/30/2009
Alabama Criminal Justice Information Center	Background Checks	Add option for bulk uploads and implement discounts for large searches performed by government officials	01/30/2009
Alabama Ethics Commission	Lobbyist Registration	Updates to intranet and data files	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to collect previous license data on new applications	01/30/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Update to exempt state agencies to be exempt from fees	02/17/2009
Alabama Department of Public Health	Child Health Insurance Program	Add additional buttons to application	02/20/2009
Alabama Department of Revenue	Tax Extension	Update form to remove particular applications from instructions	02/20/2009
Alabama Board of Mental Health and Mental Retardation	Exam Application	Updates to Certificates	02/26/2009
Alabama Department of Public Health	EMS Renewals	Allows facilities to renew numerous licenses with one payment	02/25/2009
Alabama Board of Interpreters and Transliterators	Permit and License Renewals	Updates to existing fees	02/27/2009

Alabama Department of Education	Certification Requests	Adding additional validation for social security number	02/27/2009
Alabama Department of Public Safety	Merchant Service	Update to field in Webservice	02/27/2009
Home Builders Licensure Board	Initial Application	Rewrite of existing application	03/01/2009
Alabama Real Estate Commission	Initial Course	Updates to existing applications	03/01/2009
Alabama Board of Professional Engineers and Land Surveyors	Continuing Education Log	Update to application used to log CE hours	03/16/2009
Alabama Real Estate Commission	Course Renewal	Updates to existing applications	03/19/2009
Alabama Board of Professional Engineers and Land Surveyors	License renewals	Update to renewal application to include continuing education hours from log	03/20/2009
Alabama Criminal Justice Information Center	Criminal Histories	Add notification of discount quantities	03/20/2009
Alabama Alcoholic Beverage Control Board	Initial Application	Allow county users to change license type	03/27/2009
Alabama Bar Association	Sections Updates	Updates to 2009 sections	04/01/2009
Alabama State Board of Social Work Examiners	License Renewals	Creation of intranet for license renewal	04/02/2009
Alabama Real Estate Commission	Certifications	Updates to existing applications	04/03/2009
Alabama Board of Education	Merchant Service	Updates to existing application	04/06/2009
Alabama Bar Association	Annual Registration	Update to 2009 conference registration	04/21/2009
Alabama Board of Cosmetology	License Renewal	Updates to existing application	04/30/2009

In Testing…

Agency	Application	Description	Status	Target Date
Alabama Department of Revenue	Initial Business Privilege Tax	Allows users to complete the initial privilege tax online	This application is in agency testing.	March 2009
Alabama Department of Public Health	EMS Provider License Renewal	Allows brick and motor buildings to renew licenses	This application is in agency testing.	May 2008
Alabama Board of Cosmetology	Electronic Inspections Application	Allows users to inspect facilities on site using mobile devices	This application is in internal testing	TBD
Alabama Department of Public Health	Child Health IVR Solution	Allows users to make AllKids payment via phone	This application is in agency testing	April 2009
Alabama Secretary of State	Corporation Certificate of Existence	Allows users to purchase certificate of existence	This application is in agency testing	December 2008
Alabama Department of Revenue	Auto Dealers License Renewal/ Initial	Allows auto dealers to renew and apply for license online	This application is in internal testing	October 2008

In Development . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Corrections	Shopping Cart	Allows users to pay for shopping cart items	This application is in development	TBD
Alabama Board of Examiners in Counseling	License Renewal	Allows users to renew licenses	This application is in development	TBD
Alabama Board of Home Medical Equipment Services Providers	Initial License	Allows users to apply for license online	This application is in development	July 2008
Alabama Board of Court Reporting	Initial License	Allows users to pay for license online	This application is in the pre-project phase.	October 2008
Alabama Real Estate Commission	Pre/Post License Instructor	Allows instructor to apply to teach online	This application is in the pre project phase	TBD
Alabama Real Estate Commission	New School Registration	Allows instructor to register their school online	This application is in the pre project phase	TBD
Alabama Secretary of State	Corporate Name Reservation	Allows corporations to reserve business names	This application is in the pre-project phase	TBD
Alabama Department of Labor, Elevator Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	May 2009
Alabama Department of Labor, Boiler Division	Merchant Service Application	Provide Merchant Services to agency	This application is in the pre-project phase	May 2009
Alabama Board of Licensure for Professional Geologists	Professional Geologists License Renewal	Allows licensed geologists to renew online	This application is in the pre-project phase	June 2009
Alabama Board of Massage Therapy	Massage Therapists License Renewal	Allows licensed massage therapists to renew their license online	This application is in the pre-project phase	June 2009

Alabama Social Work Examiners Board	Initial License Application	Allows users to apply for initial license online	This application is in pre-project phase	October 2009
Alabama Manufactured Housing Commission	Re-sale Decal	Allows manufactured housing providers to apply for decals online	This application is in development	May 2009
Alabama Bar Association	Shopping Cart	Allows users to purchase BAR book online	This application is in pre-project phase	July 2009
Alabama Bar Association	Exam Application	Allows recent graduates to register for the BAR exam online	This application is in pre-project phase	September 2009
Alabama Electronic Securities Board	License Renewal	Allows current licensed installers to renew licenses online	This application is in pre-project phase	October 2009
Alabama Alcoholic Beverage Control Board	Alcoholic Representative IDs	Allows current ID holders to renew online	This application is in pre-project phase	September 2009
Alabama Department of Public Safety	Accident Report Sales	Update to existing application	This application is in development	TBD
Alabama Department of Revenue	Motor Vehicles, Form 04	Allows lien holder filings to be submitted online	This application is in pre-project phase	October 2008
Alabama Onsite Wastewater Board	License Renewal	Allows current licensees to renew online	This application is in pre-project phase	September 2009

Scheduled Updates . . .

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Magazine Update	Allows citizens to pay for licenses, gifts, subscriptions at same time	This application is in development	January 2009
Alabama Criminal Justice Information Center (ACJIC)	Limited Criminal Histories	Adding sex offender registry data	This application is in development	TBD
Alabama Farmer's Market	Shopping Cart	Update to current shopping cart	This application is in agency testing	March 2009
Alabama Department of Conservation and Natural Resources	Shopping Cart	Update to current shopping cart	This application is in agency testing	April 2009
Alabama Department of Revenue	Personalized Tag Reservations	Rewrite application to allow for easier maintenance and streamline user interface	This application is in development	April 2009
Alabama State Motor Pool	Online Reservation	Rewrite of existing application	This application is in development	April 2009
Alabama State Board of Chiropractic Examiners	License Renewals	Updates to existing application for new year	This application is in agency testing	March 2009
Alabama Bar Association	License Renewals	Updates to existing application for new year	This application is in the pre project phase	August 2009
Alabama Department of Conservation and Natural Resources	Phone Sales	Updates to current screens	This application is in the pre project phase	April 2009
Home Builders Licensure Board	Expired Applications	Rewrite of existing application	This application is in development	March 2009
Alabama State Board of Chiropractic Examiners	Facility Renewal and Initial License	Updates to existing applications	This application is in development	March 2009

Alabama Alcoholic Beverage Control Board	License Renewal	Updates to existing application	This application is in development	August 2009
Alabama Department of Conservation and Natural Resources	Hunting and Fishing License Renewal	Updates to existing applications	This application is in the pre project phase	September 2009
Alabama Department of Environmental Management	Wastewater Renewal	Re-write of existing application	This application is in the pre project phase	TBD
Alabama Board of Registration for Foresters	License Renewal	Updates to existing application	This application is in the pre project phase	June 2009
Alabama Department of Conservation and Natural Resources	License Renewal	Updates to existing application	This application is in development	June 2009
Alabama Department of Conservation and Natural Resources	Alligator Hunt	Updates to existing application	This application is in development	June 2009
Alabama Board of Nursing	Reinstatement	Updates to existing application	This application is in development	March 2009
Alabama Department of Conservation and Natural Resources	Intranet for Existing Application	Updates to existing application	This application is in development	June 2009

SERVICE REQUESTS

Service Request #204
Alabama Department of Revenue – Unclaimed Vehicle Report
Alabama Interactive requests and recommends this service for the Alabama Department of Revenue is added to the network. The online application will be a subscription service and will be developed at no cost to the department.

Service Request #205
Alabama Department of Environmental Management – Merchant Service
Alabama Interactive requests and recommends this service for the Alabama Department of Environmental Management is added to the network. The online application will be transaction fee based and will be developed at no cost to the department.

MONTH IN REVIEW

Total April AI Network Transactions: 466,216

Average Successful Request per Day: 15,541

Total April alabama.gov Visitors: 273,300

Total April alabama.gov Page Views: 1,271,682

Total April alabama.gov Chats or Offline Messages from Live Help: 796

OPERATIONS & ADMINISTRATION

Alabama Interactive kicked off the second quarter much like we closed the first, launching a total of 2 new applications and 6 updates to current applications. In April, AI has been diligently working to complete the testing version of the 7th redesign of alabama.gov. The site will be available in the coming weeks for review and testing by the board.

OTHER BUSINESS/IN CLOSING

In closing, April brought an end to a very busy month and tax season. We look forward to completing version 7 of the portal and being a strong contender for the Best of Web competition.

As always, your advice and support are appreciated. Please feel free to call on me with any questions or comments. I can be reached at 334-261-1989, or email at sloane@alabamainteractive.org

Respectfully Submitted,

Sloane Wright